Allied Radio Matrix for Emergency Response (ARMER)
Standards, Protocols, Procedures

Document Section 3	**Interoperability Standards**	**Status**: Complete
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Standard Title	CASM Standard for Administration, Data Entry, and Maintenance	
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1. Purpose or Objective

The purpose of this standard is to define administration, rules for data entry, and maintenance of information related to Communication Assets Survey and Mapping Tool (CASM) for the State of Minnesota and its seven Regional Emergency Communication Board regions.

2. Technical Background

CASM is a repository for data related to communications assets, personnel, points of contact, and interoperable capabilities. It also provides detailed information about interoperability to Communications Unit Personnel (COMU) assigned to manage communications for a large-scale or mutual aid event/incident. CASM is operated by the Department of Homeland Security Office of Emergency Communications (DHS-OEC) and the Interoperable Communications Technical Assistance Program (ICTAP). The CASM database is hosted by the Space and Naval Warfare Systems Center (SPAWARSYSCEN).

3. Operational Context

CASM is capable of housing information about communication assets, personnel, and points of contact, as well as shared channels and talkgroups for all public safety and public service entities across the United States. Each state is responsible for entering its own information. Minnesota assigns CASM data entry responsibility to the State CASM Administrator and Regional CASM Administrators from each of the Emergency Communication Board regions.

4. Recommended Protocol/ Standard

The Statewide Interoperability Coordinator (SWIC) and the Department of Public Safety Emergency Communication Network's (ECN) Standards and Training Coordinator will serve as the State CASM Administrators.

Each Emergency Communications Board region will identify a primary and secondary Regional CASM Administrator and provide that contact information to the ECN Standards and Training Coordinator.

Requests for CASM access received by the State CASM Administrator(s) will be processed by the State CASM Administrator(s) or forwarded to the appropriate Regional CASM Administrator.

The Regional CASM Administrator(s) will create and maintain new user accounts for their region, as well as enter and maintain communications resources for their region. They will also be responsible for oversight of entries made by approved personnel within their region. The Regional CASM Administrator(s) shall follow the procedures outlined in this standard to ensure that data is entered uniformly across the state. The State CASM Administrator(s) or their designee may provide guidance and/or maintain user accounts in the absence of a Regional CASM Administrator.

5. Recommended Procedure

Any user entering and maintaining data into CASM must adhere to the following structure outline:

General:
- CASM data should be kept current.
- Plain language should be used.
- Acronyms should be avoided (e.g. Bloomington Fire versus BFD).
- Abbreviations should be avoided (e.g. Saint versus St. and Street versus St.).
- Phone numbers should be entered in this format: (218) 555-1234.

Agency Entry:
- Do not use "Department," "Office," or similar following an entity's name (e.g. Bloomington Fire versus Bloomington Fire Department).
- The full name should be spelled out as far as characters limitations allow.
- Agencies should be listed individually and not under the county in which they reside (e.g. Rochester Fire versus Olmsted County-Rochester Fire or Olmsted Fire).
- An "agency" need not be a government entity (e.g. private ambulance services) nor must it be a primary responder (e.g. disaster relief organizations, utilities, railroads, and private hazmat response companies).
- Agencies that have large geographical jurisdiction should be entered separately in each area where the agency serves based on its self-assigned jurisdictional boundaries. As an example, the Minnesota State Patrol should be listed in each of its districts and North Memorial Ambulance should be listed in each of its service regions.
- Agencies that are not interoperable radio users should not be included in CASM and, if found in CASM, should be removed (e.g. POST Board, Minnesota Fire Chief's Association).

Point of Contact (POC) Entry:
- At least two contacts are recommended for each asset.
- The primary contact should be a 24/7 contact with knowledge of the asset and who has physical access to the asset. In many cases this would be a PSAP. Primary contacts for CASM assets should be educated about CASM and the asset(s) for which they may be called. The primary contact should be able to promptly locate and notify the correct person able to provide access to the asset.
- The secondary contact should be the lead person assigned to manage the asset.
- Tertiary contacts should include technical staff and/or key holders to storage sites.
- In all cases, POC data should be thorough and updated semiannually

Asset Entry:
- Include only radio systems that might be used for interoperability or listed on an ICS 205 (Communications Plan).
- Include only talk groups or channels that might be used for interoperability or listed on an ICS 205 (Communications Plan).
- Include equipment that may be used for an event or incident such as emergency resource personnel, gateways, cache radios and Strategic Technology Reserve equipment

Training:
It is highly recommended that users attend a CASM class or view training modules prior to requesting a user name and password. Training modules can be found at www.publicsafetytools.info under CASM NextGen Targeted Training Information.

6. Management

The State CASM Administrator(s) is responsible for CASM data entry, management, and maintenance process for state, federal, tribal, and non-regional entities. The State CASM Administrator(s) is responsible for entering and maintaining state sponsored COMU class lists to ensure that personnel records are kept up-to-date in CASM.

Each Regional Emergency Communication Board is responsible for CASM data entry, management, and maintenance process its regions.

Issues involving the data entry and maintenance process will be reviewed by the state CASM Administrator.

Access:
CASM offers three levels of access to its users:
- MANAGE: Full authority over Minnesota's CASM program
- EDIT: Ability to read/view CASM records and the ability to make additions, changes, and deletions of CASM records
- READ: Ability to read/view CASM records
In all cases, CASM access is defined as statewide access.

State CASM Administrators:
- The Statewide Interoperability Coordinator (SWIC) and the Department of Public Safety Emergency Communication Network's (ECN) Standards and Training Coordinator will serve as the State CASM Administrators
- Possess MANAGE access
- May appoint assistants and grant the assistants EDIT access to CASM
- Should grant EDIT access to Regional CASM Administrators
- Should decide access and, if approved, the level of CASM access for federal, tribal, state, and miscellaneous officials

Regional CASM Administrator:
- Each Statewide Emergency Communications Board region of the state must identify a Regional CASM Administrator

- Should have EDIT access to CASM
- May appoint assistants and grant the assistants EDIT access to CASM
- Should decide access and, if approved, level of CASM access for county, city, and miscellaneous officials within their region

Generally, the following should be afforded READ access to CASM:
- Professional public safety communications personnel (employed by a public entity or under contract to a public entity)
- COMU students currently engaged with a public safety entity during their training and the three-year window to become certified
- COMU credentialed personnel certified and currently engaged with a public safety entity